



New Standards in IT Management



KVH Portal Data Center Site User Manual

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1 Before Using the Data Center Site

1.1 System requirements

To use the Data Center Site, the following requirements need to be met:

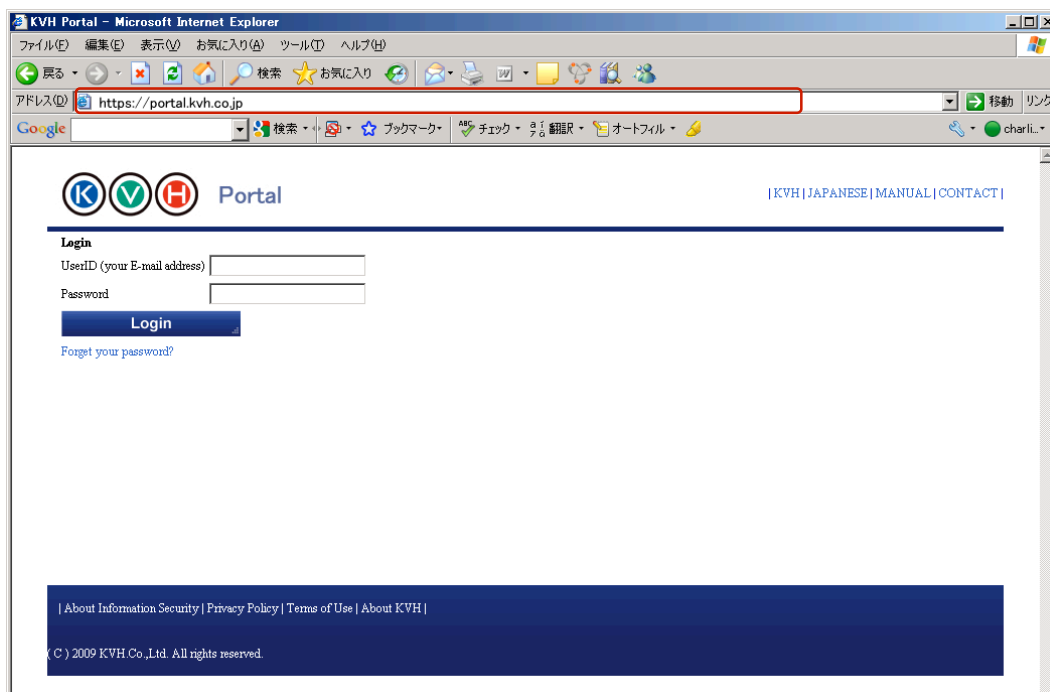
- Platform and supported browser
 - Windows XP : InterntExplorer7, FireFox3.x
 - Windows Vista : InterntExplorer7, FireFox3.x
- Browser set up
 - Enable JavaScript
- Enable Cookie

1.2 Before Log-in

To use the Data Center Site, you first need to be listed on the Client Summary List (CSL). If you are not yet listed on the CSL and wish to use the Data Center Site, ask the Authorized Client Representative (ACR) to include your name on the CSL. Only when your name is in the CSL, KVH will provide you with your user ID and password by e-mail.

1.2.1 STEP1 Log-in

- 1) Access the portal site by entering <https://portal.kvh.co.jp> in the URL.





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2) On the Log-in screen, enter your user ID and password and click “Log-in”.

- ☐ When you log-in for the first time, use your ID and password provided on “User Registration Completion Notification” mail sent by KVH. After the log-in, you may change the password. (See Section 4.1 “Changing the Password”.)
- ☐ If you have forgotten your password, click “Forgot the password”. (See Section 4.2 “If you have forgotten your password”.)

 Portal [\[KVH|JAPANESE|MANUAL|CONTACT\]](#)

Login

UserID (your E-mail address)

Password

Login

[Forgot your password?](#)

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3) Click [Data Center] menu to open the Data Center Site.

 Data Center Site [\[KVH|JAPANESE|MANUAL|CONTACT\]](#)

Charlie's Corp.

Data Center Logout

Request list Admission Shipping/Receiving CSL Config

Recent "Admission" requests

Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status
VT000085	2009/06/20 13:00	2009/06/20 16:00	Maintenance	Charlie Chuck	2009/06/19 12:02	Requesting
VT000084	2009/06/20 13:00	2009/06/20 15:00	Maintenance	Charlie Chuck	2009/06/19 11:57	Approved
VT000072	2009/06/16 10:00	2009/06/16 13:00	Maintenance	Charlie Chuck	2009/06/15 09:57	Requesting

Recent "Shipping/Receiving" requests

Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status
ST000068	Rece 2009/06/20 14:00	2009/06/20 15:00	awerf	Charlie Chuck	2009/06/19 11:58	Requesting
ST000067	Rece 2009/06/20 14:00	2009/06/20 19:00	de	Charlie Chuck	2009/06/19 11:58	Approved
ST000066	Ship 2009/06/20 12:00		23e	Charlie Chuck	2009/06/19 11:58	Not Approved

Recent CSL updates

Request No.	Active	Active date	ACR/ACR-sub	Requester	Request date	Status	Detail
CS000172	✓	2009/06/19 11:56	Charlie Chuck	Charlie Chuck	2009/06/19 11:56	Approved	Open CSL
CS000156	✗	2009/06/16 15:28	Charlie Chuck	Charlie Chuck	2009/06/15 10:02	Approved	Open CSL
CS000155	✗	2009/06/15 10:00	Charlie Chuck	Charlie Chuck	2009/06/15 09:48	Approved	Open CSL

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1.3 CSL Registration

	Admission			Shipping/Receiving			CSL		
	Read	Write	Submit	Read	Write	Submit	Read	Write	Submit
Assistant	○	○		○	○		○		
Member	○	○	(○)*	○	○	○	○		
ACR/ACR-sub	○	○	○	○	○	○	○	○	○

- ☐ Only ACR is authorized to register and make changes to the CSL.

ACR will need to register the name in the CSL as described below.

1.3.1 STEP1 Open the “New CSL Update Request” screen.

- 1) Open the Data Center Site, and click the [CSL] tab.

Data Center Site

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Data Center

Logout

Request list

Admission

Shipping
Receiving

CSL

Config

CSL Update Request | Search | Active CSL

Active CSL

DC Customer ID

08456919

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area
1	Charlie Chuck IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yahoo.co.jp	ACR	LEVEL A	1A, 1B
2	Ho Lee IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
3	Chris Arnold IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
4	Kandai Takagi IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B

Remarks :

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- Click the [CSL Update Request] link, and open the New CSL Update Request screen.

Data Center Site

[KVH] [JAPANESE] [MANUAL] [CONTACT]

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Data Center

Logout

Request list

Admission

Shipping
Receiving

CSL

Config

CSL Update Request

Search

Active CSL

CSL Update request

*is required item

Requester

DC Customer ID08456919

CompanyCharlie's Corporation

ACR/ACR-subCharlie Chuck

RequesterCharlie Chuck

Request date2009/06/19

Browse...

Apply

Clear

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
1	Last Chuck Name Charlie Division IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yah	ACR	LEVEL A	1A, 1B	Clear
2	Last Lee Name Ho Division IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B	Clear
3	Last Arnold Name Chris Division IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.j	ACR-Sub	LEVEL A	1A, 1B	Clear
4	Last Takagi Name Kandai Division IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co	ACR-Sub	LEVEL A	1A, 1B	Clear
5	Last Name Division							Clear
6	Last Name Division							Clear
7	Last Name Division							Clear
8	Last Name Division							Clear
9	Last Name Division							Clear
10	Last Name Division							Clear

Note

OK

Cancel

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1.3.2 STEP2 CSL Request

- 1) On the “New CSL Update Request” screen, enter the name, company name and other required information and click “OK”. (Note1 – Note4)

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
1	Last Chuck Name Charlie Division IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yah	ACR	LEVEL A	1A, 1B	Clear
2	Last Lee Name Ho Division IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B	Clear
3	Last Arnold Name Chris Division IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.j	ACR-Sub	LEVEL A	1A, 1B	Clear
4	Last Takagi Name Kandai Division IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co	ACR-Sub	LEVEL A	1A, 1B	Clear
5	Last Name Division							Clear

☐ If you wish to create an XML file and update the list all at once, click the [Browse] button and select XML file. Click the [apply] button to display the XML file on the screen. Check all items on the screen, and click [OK] if no changes need to be made further. For more details on the XML format, see Section 5.1 “Request XML”.

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
1	Last Chuck Name Charlie Division IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yah	ACR	LEVEL A	1A, 1B	Clear
2	Last Lee Name Ho Division IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B	Clear
3	Last Arnold Name Chris Division IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.j	ACR-Sub	LEVEL A	1A, 1B	Clear
4	Last Takagi Name Kandai Division IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co	ACR-Sub	LEVEL A	1A, 1B	Clear



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2) The request has been accepted by KVH, and KVH will proceed to process the request.

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[Data Center](#) [Logout](#)

[Request list](#) [Admission](#) [Shipping
Receiving](#) [CSL](#) [Config](#)

[| CSL Update Request | Search | Active CSL |](#)

CSL Update request

Accepted your request.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
	ACR/ACR-sub	Charlie Chuck
	Requester	Charlie Chuck
Request date 2009/06/19		

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area
1	Charlie Chuck IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yahoo.co.jp	ACR	LEVEL A	1A, 1B
2	Ho Lee IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
3	Chris Arnold IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
4	Kandai Takagi IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
5	Matthew Cox IS Infra	Charlie's Corp.	03-1235-6555	mat@yahoo.co.jp		LEVEL D	-

Note

Color Description

ACR / ACR-sub
New member
Detail changed member (Except e-mail)
Deleted member

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3) When the request has been processed, you will be notified by mail.

- ☐ If the request is not complete, KVH will notify by mail asking you to make the necessary corrections. After the corrections, you will be asked again to submit the request.



1.4 CSL Update

The CSL needs to be updated as follows if there is need to change, add or delete name(s) of people accessing the Data Center.

1.4.1 STEP1 Open the CSL Update Request Screen.

1) Open the Data Center Site and click on the [CSL] tab.

Data Center Site

[KVH] [JAPANESE] [MANUAL] [CONTACT]

Charlie's Corp.

Data Center

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CSL Update Request

Search

Active CSL

Active CSL

DC Customer ID 08456919

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area
1	Charlie Chuck IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yahoo.co.jp	ACR	LEVEL A	1A, 1B
2	Ho Lee IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
3	Chris Arnold IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
4	Kandai Takagi IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B

Remarks :



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2) Click on the [CSL Update Request] link on the [New CSL Update Request] screen.

Data Center Site

[KVH] [JAPANESE] [MANUAL] [CONTACT]

Data Center

Logout

Request list

Admission

Shipping
Receiving

CSL

Config

[CSL Update Request] [Search] [Active CSL]

CSL Update request

*is required item

Requester

DC Customer ID08456919

CompanyCharlie's Corporation

*ACR/ACR-subCharlie Chuck

RequesterCharlie Chuck

Request date2009/06/19

Browse... Apply Clear

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
1	Last Chuck Name Charlie Division IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yaf	ACR	LEVEL A	1A, 1B	Clear
2	Last Lee Name Ho Division IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B	Clear
3	Last Arnold Name Chris Division IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.j	ACR-Sub	LEVEL A	1A, 1B	Clear
4	Last Takagi Name Kandai Division IS Infra	Charlie's Corp	03-0123-1234	kandai@yahoo.cc	ACR-Sub	LEVEL A	1A, 1B	Clear
5	Last Name Division							Clear
6	Last Name Division							Clear
7	Last Name Division							Clear
8	Last Name Division							Clear
9	Last Name Division							Clear
10	Last Name Division							Clear

Note

OK Cancel

※"Assistant"can not submit any request.

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1.4.2 STEP2 CSL Update

1) On the [New CSL Update Request] screen, a list of those people who have been authorized to access the Data Center by the customer is displayed. Edit any items which need to be changed and click [OK]. (See Notes 1 to 4).

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
1	Last Chuck Name Charlie Division IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yah	ACR	LEVEL A	1A, 1B	Clear
2	Last Lee Name Ho Division IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B	Clear
3	Last Arnold Name Chris Division IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.j	ACR-Sub	LEVEL A	1A, 1B	Clear
4	Last Takagi Name Kandai Division IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co	ACR-Sub	LEVEL A	1A, 1B	Clear
5	Last Name Division							Clear

OK

Cancel

□ To delete a name, check the [Clear] button on the right hand side of the of the name to be removed from the list. Then press [OK]. Please note that on the list there must be at least one ACR name.

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
1	Last Chuck Name Charlie Division IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yah	ACR	LEVEL A	1A, 1B	Clear
2	Last Lee Name Ho Division IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B	Clear
3	Last Arnold Name Chris Division IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.j	ACR-Sub	LEVEL A	1A, 1B	Clear
4	Last Takagi Name Kandai Division IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co	ACR-Sub	LEVEL A	1A, 1B	Clear
5	Last Name Division							Clear

OK

Cancel



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2) Your request has now been accepted and you are asked to wait for KVH to complete its work to make requested changes.

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Data Center **Logout**

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CSL Update request

Accepted your request.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
	ACR/ACR-sub	Charlie Chuck
	Requester	Charlie Chuck
Request date		2009/06/19

No	Name/Division	Company	Tel	E-mail	Remarks	Access	Area
1	Charlie Chuck IT Design	Charlie's Corp.	03-0123-4569	legacy_UAT@yahoo.co.jp	ACR	LEVEL A	1A, 1B
2	Ho Lee IS Infra	Charlie's Corp.	03-0123-4569	lee@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
3	Chris Arnold IS Infra	Charlie's Corp.	03-0123-4569	chris@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
4	Kandai Takagi IS Infra	Charlie's Corp.	03-0123-1234	kandai@yahoo.co.jp	ACR-Sub	LEVEL A	1A, 1B
5	Matthew Cox IS Infra	Charlie's Corp.	03-1235-6555	mat@yahoo.co.jp		LEVEL D	-

Note

Color Description

ACR / ACR-sub
New member
Detail changed member (Except e-mail)
Deleted member

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3) You will be notified by mail if your request has been processed and the requested change has been made.

☐ You will also be notified by mail if there is any information missing in the request. You will then be asked to

make the necessary changes and resubmit the request.



(Note 1) The name, department name and company name may be entered either in Japanese or English.

(Note 2) Telephone numbers may include just numerics (example: 0 3 1 2 3 4 1 2 3 4) or numerics and hyphens (example : 0 3 – 1 2 3 4 – 1 2 3 4) .

(Note 3) There are the following 4 categories of access level.

- Level A : May access any time (24x7)
 - Level B : May access only from 8:00 to 20:00 on week days
 - Level C : When entering or leaving the data center, you need to be escorted by Level A or B person or by Service Desk personnel. There is no need to submit the request in advance.
 - Level D : A request for remote hands service and/or inquiries are accepted only. Level D person is not authorized to enter the Data Center. A group name may be used to register.
-
- Customers of the Tokyo Data Center who wishes to select Level D are asked enter "-(hyphen)" in the area.
 - Customers of the Osaka Data Center are asked to enter "-(hyphen)" in the area regardless of the level.

(Note 4) All entries may be made using Japanese or English (two-byte and single-byte).



2 Request to Enter the DC

If it is necessary for some people other than those registered on the CSL (for example, vendors) to enter the data center to do the work in the server room, etc, such people may enter as visitors (regardless of if the visit is accompanied by some people registered on the CSL or not).

The request to enter the DC as a visitor may be submitted at the Data Center Site.

2.1 Request to Enter the DC

Visitors are granted the entry to the DC by submitting the request as shown hereunder.

2.1.1 STEP1 Check a list of requests to enter.

- 1) Click the [DC access request] tab to open the “DC Access Request List” screen.

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Request list | **Admission** | Shipping Receiving | CSL | Config

| Request form | Request list | Search |

Admission request list

Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status
VT000086	2009/06/20 12:15	2009/06/20 19:15	Maintenance	Charlie Chuck	2009/06/19 12:12	Requesting
VT000085	2009/06/20 13:00	2009/06/20 16:00	Maintenance	Charlie Chuck	2009/06/19 12:02	Requesting
VT000084	2009/06/20 13:00	2009/06/20 15:00	Maintenance	Charlie Chuck	2009/06/19 11:57	Approved
VT000072	2009/06/16 10:00	2009/06/16 13:00	Maintenance	Charlie Chuck	2009/06/15 09:57	Requesting

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- 2) Check the list to make sure that there is no duplicate request submitted by another person.





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Data Center Logout

Request list Admission Shipping Receiving CSL Config

[Request form](#) | [Request list](#) | [Search](#)

Admission request list

Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status
VT000086	2009/06/20 12:15	2009/06/20 19:15	Maintenance	Charlie Chuck	2009/06/19 12:12	Requesting
VT000085	2009/06/20 13:00	2009/06/20 16:00	Maintenance	Charlie Chuck	2009/06/19 12:02	Requesting
VT000084	2009/06/20 13:00	2009/06/20 15:00	Maintenance	Charlie Chuck	2009/06/19 11:57	Approved
VT000072	2009/06/16 10:00	2009/06/16 13:00	Maintenance	Charlie Chuck	2009/06/15 09:57	Requesting

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2.1.2 STEP2 Open the “New DC Access Request” screen

- 1) Click the [DC access request] link to open the “New DC Access Request” screen.



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| Request form | Request list | Search |

Admission request

* is required item

Browse... Apply Clear	
Requester	DC Customer ID 08456919
	Company Charlie's Corporation
Requester	*ACR/ACR-sub Charlie Chuck
	Requester Charlie Chuck
Visiting Data Center	*Visiting Data Center Please select Data Center
	*Visiting time from 2009/06/20 13 Hour 20 Minute
Visiting time to	*Visiting time to 2009/06/20 13 Hour 20 Minute
	1. Company: Name: 2. Company: Name: 3. Company: Name: 4. Company: Name: 5. Company: Name: 6. Company: Name: 7. Company: Name: 8. Company: Name: 9. Company: Name: 10. Company: Name:
Visitor	*Escort Customer KVM Rack No:
	*Rack unlock request Yes No
Purpose of visit	Maintenance Repair Tour Meeting Other
	Room request Housing room Staging room Meeting room (Number of guests:) Other
Note	
	OK Cancel

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2.1.3 STEP3 DC Access Request

1) Enter the visitor's name, company name and other required information on the "New DC Access



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Request” screen and click “OK”.

☐ If you wish to create an XML file and register the information all at once, click the [Browse] button and select XML file. Click the [apply] button to display the XML file on the screen. Check all items on the screen and click [OK] if no changes need to be made further. For more details on the XML format, see Section 5.2 “DC Access Request XML.”

The screenshot shows the 'Admission request' form in the KVH Data Center Site portal. The form includes fields for Requester (DC Customer ID, Company, ACR/ACR-sub, Requester), Visitor (Visiting Data Center, Visiting time from/to, Visitor list), Escort (Customer, KVH Rack No.), Rack unlock request (Yes/No), Purpose of visit (Maintenance, Repair, Tour, Meeting, Other), Room request (Housing room, Staging room, Meeting room, Other), and a Note field. The form has 'Browse...', 'Apply', and 'Clear' buttons at the top. The bottom of the form has 'OK' and 'Cancel' buttons. The footer contains links for 'About Information Security', 'Privacy Policy', 'Terms of Use', and 'About KVH', along with a copyright notice for 2009 KVH Co., Ltd.

2) When the information has been correctly input, a message “Request has been stored” appears.

☐ The request is stored and if it is necessary, the request may be selected from the list and resubmitted at a later date.



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[Request form](#) | [Request list](#) | [Search](#) |

Admission request

Your request has been saved. Please continue to submit your request or go back to request list page.

Requester	DC Customer ID	08456919	
	Company	Charlie's Corporation	
	ACR/ACR sub	Charlie Chuck	
	Requester	Charlie Chuck	
Visiting Data Center	Visiting Data Center	Tokyo Data Center	
	Visiting time from	2009年06月20日 15時00分	
	Visiting time to	2009年06月20日 17時00分	
	Visitor	1. Company: Monster Systems	Name: John M
		2. Company:	Name:
3. Company:		Name:	
4. Company:		Name:	
5. Company:		Name:	
6. Company:		Name:	
7. Company:		Name:	
8. Company:		Name:	
9. Company:		Name:	
10. Company:		Name:	
Escort	Customer		
Rack unlock request	Yes		
Purpose of visit	Maintenance		
Room request	Housing room		
Note			

[Edit](#) [Submit](#) [Delete](#)

3) When another request needs to be submitted successively, click the [Submit] button.

☐ To modify the request, click the [Edit] button.

[Request form](#) | [Request list](#) | [Search](#) |

Admission request

Your request has been saved. Please continue to submit your request or go back to request list page.

Requester	DC Customer ID	08456919	
	Company	Charlie's Corporation	
	ACR/ACR sub	Charlie Chuck	
	Requester	Charlie Chuck	
Visiting Data Center	Visiting Data Center	Tokyo Data Center	
	Visiting time from	2009年06月20日 15時00分	
	Visiting time to	2009年06月20日 17時00分	
	Visitor	1. Company: Monster Systems	Name: John M
		2. Company:	Name:
3. Company:		Name:	
4. Company:		Name:	
5. Company:		Name:	
6. Company:		Name:	
7. Company:		Name:	
8. Company:		Name:	
9. Company:		Name:	
10. Company:		Name:	
Escort	Customer		
Rack unlock request	Yes		
Purpose of visit	Maintenance		
Room request	Housing room		
Note			

[Edit](#) [Submit](#) [Delete](#)

4) The request has been accepted by KVH, and KVH will proceed to process the request.



KVH Portal

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Data Center Site

[KVH | JAPANESE | MANUAL | CONTACT]

Charlie's Corp.

Data Center				Logout
Request list	Admission	Shipping Receiving	CSL	Config

[Request form](#) | [Request list](#) | [Search](#) |

Admission request

Accepted your request.

Click on "Request cancel" for canceling this request.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
	ACE/ACR-sub	Charlie Chuck
	Requester	Charlie Chuck
Visitor	Visiting Data Center	Tokyo Data Center
	Visiting time from	2009年06月20日 15時00分
	Visiting time to	2009年06月20日 17時00分
	Visitor	1. Company: Monster Systems Name: John M
	Visitor	2. Company: Name:
	Visitor	3. Company: Name:
	Visitor	4. Company: Name:
	Visitor	5. Company: Name:
	Visitor	6. Company: Name:
	Visitor	7. Company: Name:
Visitor	8. Company: Name:	
Visitor	9. Company: Name:	
Visitor	10. Company: Name:	
Escort	Customer	
Rack unlock request	Yes	
Purpose of visit	Maintenance	
Room request	Housing room	
Note		

[Back to request list](#) | [Request cancel](#) | [Printout](#) |

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5) When the request has been processed, you will be notified by mail.

- ☐ If the request is not complete, KVH will notify by mail asking you to make the necessary corrections. After the corrections, you will be asked again to submit the request.



2.2 To cancel the request to access the DC

If it is necessary to cancel/withdraw the request for a specific visitor to access the data center, the following procedures need to be taken to cancel the request.

2.2.1 STEP1 Open the appropriate “Access Request” screen.

- 1) Click [DC access request], and open the “DC Access Request list” screen.

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Charlie's Corp.
Data Center | Logout

Request list | **Admission** | Shipping Receiving | CSL | Config

| Request form | Request list | Search |

Admission request list

Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status
VT000087	2009/06/20 15:00	2009/06/20 17:00	Maintenance	Charlie Chuck	2009/06/19 14:04	Requesting
VT000086	2009/06/20 12:15	2009/06/20 19:15	Maintenance	Charlie Chuck	2009/06/19 12:12	Requesting
VT000085	2009/06/20 13:00	2009/06/20 16:00	Maintenance	Charlie Chuck	2009/06/19 12:02	Requesting
VT000084	2009/06/20 13:00	2009/06/20 15:00	Maintenance	Charlie Chuck	2009/06/19 11:57	Approved
VT000072	2009/06/16 10:00	2009/06/16 13:00	Maintenance	Charlie Chuck	2009/06/15 09:57	Requesting

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- 2) On the “List of requests to access DC” screen, click on the status link of the request to be cancelled, and open the “Request to access the DC” screen.

☐ The request whose status is “waiting for approval” or “Approved” may be cancelled.

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Request list | **Admission** | Shipping Receiving | CSL | Config

| Request form | Request list | Search |

Admission request list

Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status
VT000087	2009/06/20 15:00	2009/06/20 17:00	Maintenance	Charlie Chuck	2009/06/19 14:04	Requesting
VT000086	2009/06/20 12:15	2009/06/20 19:15	Maintenance	Charlie Chuck	2009/06/19 12:12	Requesting
VT000085	2009/06/20 13:00	2009/06/20 16:00	Maintenance	Charlie Chuck	2009/06/19 12:02	Requesting
VT000084	2009/06/20 13:00	2009/06/20 15:00	Maintenance	Charlie Chuck	2009/06/19 11:57	Approved
VT000072	2009/06/16 10:00	2009/06/16 13:00	Maintenance	Charlie Chuck	2009/06/15 09:57	Requesting

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2.2.2 STEP2 Cancel the request to access the DC

1) Check the contents of the request to be cancelled and click the [Request Cancel] link.

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Data Center [Logout](#)

[Request list](#) [Admission](#) [Shipping
Receiving](#) [CSL](#) [Config](#)

[Request form](#) [Request list](#) [Search](#)

Admission request

Accepted your request.

Click on "Request cancel" for canceling this request.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
	ACR/ACR-sub	Charlie Chuck
	Requester	Charlie Chuck
Visiting Data Center	Visiting Data Center	Tokyo Data Center
	Visiting time from	2009年06月20日 13時00分
	Visiting time to	2009年06月20日 16時00分
	Visitor	Visitor
Escort		Customer
Rack unlock request		Yes
Purpose of visit		Maintenance
Room request		Staging room
Note		

[Back to request list](#) [Request cancel](#) [Printout](#)



- 2) A prompt message “Do you want to cancel the request?” appears on the screen. If it is OK to go ahead and cancel, click on the [OK] button.

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Receiving](#) [CSL](#) [Config](#)

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Admission request

Are you sure to cancel this request?

Requester	DC Customer ID	08456919	
	Company	Charlie's Corporation	
	ACR/ACR-sub	Charlie Chuck	
	Requester	Charlie Chuck	
Visitor	Visiting Data Center	Tokyo Data Center	
	Visiting time from	2009年06月20日 13時00分	
	Visiting time to	2009年06月20日 16時00分	
	Visitor	1. Company: Monster Systems	Name: John M
		2. Company:	Name:
		3. Company:	Name:
		4. Company:	Name:
		5. Company:	Name:
		6. Company:	Name:
		7. Company:	Name:
8. Company:		Name:	
9. Company:	Name:		
10. Company:	Name:		
Escort	Customer		
Rack unlock request	Yes		
Purpose of visit	Maintenance		
Room request	Staging room		
Note			

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- 3) A message “The request has been cancelled” is displayed on the screen. The cancellation request is now processed.

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Charlie's Corp.

Data Center Logout

Request list Admission Shipping Receiving CSL Config

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Admission request

Canceled your request.

Requester	DC Customer ID	08456919	
	Company	Charlie's Corporation	
	ACR/ACR-sub	Charlie Chuck	
	Requester	Charlie Chuck	
Visitor	Visiting Data Center	Tokyo Data Center	
	Visiting time from	2009年06月20日 13時00分	
	Visiting time to	2009年06月20日 16時00分	
	Visitor	1. Company: Monster Systems	Name: John M
		2. Company: Name:	
		3. Company: Name:	
		4. Company: Name:	
		5. Company: Name:	
		6. Company: Name:	
		7. Company: Name:	
8. Company: Name:			
9. Company: Name:			
10. Company: Name:			
Escort	Customer		
Rack unlock request	Yes		
Purpose of visit	Maintenance		
Room request	Staging room		
Note			

[Back to request list](#)

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- 4) When the request has been processed, you will be notified by mail.



3 Sending/Receiving Packages

A request form to receive/send packages needs to be filled and submitted if you wish to send/receive packages. If you plan to carry in a small amount of packages (*), no request forms are needed. The request to receive/send packages may be submitted at the Data Center Site.

* Packages which may be carried using a dolly and there is no need for KVH to keep the packages for the customer.

3.1 Sending/receiving packages

Before sending out/receiving packages, the request needs to be submitted as shown hereunder.

3.1.1 STEP1 Check a list of requests to send/receive packages.

- 1) Click the [Shipping/Receiving Request to send/receive packages] tab to open the “List of Requests to Send/Receive Packages” screen.

The screenshot shows the KVH Data Center Site interface. At the top, there are logos and navigation links. The main menu includes 'Data Center', 'Request list', 'Admission', 'Shipping Receiving' (highlighted with a red box), 'CSL', 'Config', and 'Logout'. Below the menu, there is a section for 'Shipping / Receiving request list' with a table of requests.

Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status
ST000069	Ship 2009/06/20 12:15		wdf	Charlie Chuck	2009/06/19 12:12	Requesting
ST000068	Rece 2009/06/20 14:00	2009/06/20 15:00	awerf	Charlie Chuck	2009/06/19 11:58	Requesting
ST000067	Rece 2009/06/20 14:00	2009/06/20 19:00	de	Charlie Chuck	2009/06/19 11:58	Approved
ST000066	Ship 2009/06/20 12:00		23e	Charlie Chuck	2009/06/19 11:58	Not Approved

At the bottom of the page, there are links for 'About Information Security', 'Privacy Policy', 'Terms of Use', and 'About KVH'. The footer also contains the copyright notice: '© 2009 KVH Co., Ltd. All rights reserved.'



- 2) Check the list to make sure that there is no duplicate list submitted by another person.

Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status
ST000069	Ship 2009/06/20 12:15		wdf	Charlie Chuck	2009/06/19 12:12	Requesting
ST000068	Rece 2009/06/20 14:00	2009/06/20 15:00	awerf	Charlie Chuck	2009/06/19 11:58	Requesting
ST000067	Rece 2009/06/20 14:00	2009/06/20 19:00	de	Charlie Chuck	2009/06/19 11:58	Approved
ST000066	Ship 2009/06/20 12:00		23e	Charlie Chuck	2009/06/19 11:58	Not Approved

3.1.2 STEP2 Open the “New Request to Send/Receive Packages” screen.

- 1) Click [Shipping/Receiving request to send/receive packages] link to open the “New Request to Send/Receive Packages” screen.

Requester: DC Customer ID 08456919, Company Charlie's Corporation, Requester Charlie Chuck

Ship/Receive: Request to Please select Data Center, Ship/Receive Shipping (Shipping from DC) / Receiving (Delivery to DC)

3.1.3 STEP3 Request to send/receive packages.

- 1) Enter the date of delivery, number of packages and other required information on the “New Request to Send/Receive Packages” screen and click “OK”.
- ☐ If you wish to create an XML file and register the information all at once, click the [browse] button and select XML file. Click the [apply] button to display the XML file on the screen. Check all items on the screen and click [OK] if no changes need to be made further. For more details on



the XML format, see Section 5.3 “Request to Receive Packages XML” and Section 5.4 “Request to Send Packages XML”.

Request form | Request list | Search |

Shipping / Receiving request

*is required item

Browse... Apply Clear

Requester

DC Customer ID 08456949

Company Charlie's Corporation

Requester Charlie Chuck

*Request to Please select Data Center

*Ship/Receive

Shipping (Shipping from DC)

Receiving (Delivery to DC)

*Date shipped by customer 2009/06/20

*Date of planned delivery to DC 2009/06/20 14 Hour 30 Minute

*Date of customer pickup at DC 2009/06/20 14 Hour 30 Minute

Delivery company

*Quantity

Size (e.g. H2.2m x W1m x D1.2m)

*Contents

Manufacture

Note

OK Cancel

- 2) When the information has been correctly input, a message “Request has been stored” appears.
- The request is stored and if it is necessary, the request may be selected from the list and resubmitted at a later date.



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Charlie's Corp. Logout

Request list Admission **Shipping
Receiving** CSL Config

[Request form](#) | [Request list](#) | [Search](#) |

Shipping / Receiving request

Your request has been saved. Please continue to submit your request or go back to request list page.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
Ship/Receive	Requester	Charlie Chuck
	Request to	Tokyo Data Center
	Ship/Receive	Receive
	Date shipped by customer	2009年06月20日
	Date of planned delivery to DC	2009年06月20日 14:30
	Date of customer pickup at DC	2009年06月20日 14:30
	Delivery company	
	Quantity	1
	Size	H2m W1m
	Loading dock	No
Contents	Server	
Manufacture		
Note		

Edit Submit Delete

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- 3) When another request needs to be submitted successively, click the [Submit] button.
- ☐ To modify the request, click the [Edit] button.

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Charlie's Corp. Logout

Request list Admission **Shipping
Receiving** CSL Config

[Request form](#) | [Request list](#) | [Search](#) |

Shipping / Receiving request

Your request has been saved. Please continue to submit your request or go back to request list page.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
Ship/Receive	Requester	Charlie Chuck
	Request to	Tokyo Data Center
	Ship/Receive	Receive
	Date shipped by customer	2009年06月20日
	Date of planned delivery to DC	2009年06月20日 14:30
	Date of customer pickup at DC	2009年06月20日 14:30
	Delivery company	
	Quantity	1
	Size	H2m W1m
	Loading dock	No
Contents	Server	
Manufacture		
Note		

Edit **Submit** Delete

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4) The request has been accepted by KVH, and KVH will proceed to process the request.

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Data Center [Logout](#)

[Request list](#) [Admission](#) **[Shipping/Receiving](#)** [CSL](#) [Config](#)

[Request form](#) | [Request list](#) | [Search](#) |

Shipping / Receiving request

Accepted your request.

Click on "Request cancel" for canceling this request.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
Ship/Receive	Requester	Charlie Chuck
	Request to	Tokyo Data Center
	Ship/Receive	Receive
	Date shipped by customer	2009年06月20日
	Date of planned delivery to DC	2009年06月20日 14:30
	Date of customer pickup at DC	2009年06月20日 14:30
	Delivery company	
	Quantity	1
	Size	H2m W1m
	Loading dock	No
Contents	Server	
Manufacture		
Note		

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5) When the request has been processed, you will be notified by mail.

- ☐ If the request is not complete, KVH will notify by mail asking you to make the necessary corrections. After the corrections, you will be asked again to submit the request.



3.2 To cancel the request to send/receive packages

If it is necessary to cancel/withdraw the request to send/receive packages, the following procedures need to be taken to cancel the request.

3.3 STEP1 Open the appropriate “Request to Send/Receive Packages” screen.

- 1) Click the [Shipping/Receiving Request to Send/Receive Packages] tab, and open the “List of Requests to Send/Receive Packages” screen.

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Request list | Admission | **Shipping Receiving** | CSL | Config

| Request form | Request list | Search |

Shipping / Receiving request list

Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status
ST000069	Ship 2009/06/20 12:15		wdf	Charlie Chuck	2009/06/19 12:12	Requesting
ST000068	Rece 2009/06/20 14:00	2009/06/20 15:00	awerf	Charlie Chuck	2009/06/19 11:58	Requesting
ST000067	Rece 2009/06/20 14:00	2009/06/20 19:00	de	Charlie Chuck	2009/06/19 11:58	Approved
ST000066	Ship 2009/06/20 12:00		23e	Charlie Chuck	2009/06/19 11:58	Not Approved

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- 2) On the “List of Requests to Send/Receive Packages” screen, click on the status link of the request to be cancelled, and open the “Request to Send/Receive Package Shipping/Receiving” screen.

☐ The request whose status is “Waiting for approval” or “Approved” may be cancelled.

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Request list | Admission | **Shipping Receiving** | CSL | Config

| Request form | Request list | Search |

Shipping / Receiving request list

Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status
ST000069	Ship 2009/06/20 12:15		wdf	Charlie Chuck	2009/06/19 12:12	Requesting
ST000068	Rece 2009/06/20 14:00	2009/06/20 15:00	awerf	Charlie Chuck	2009/06/19 11:58	Requesting
ST000067	Rece 2009/06/20 14:00	2009/06/20 19:00	de	Charlie Chuck	2009/06/19 11:58	Approved
ST000066	Ship 2009/06/20 12:00		23e	Charlie Chuck	2009/06/19 11:58	Not Approved

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3.3.1 STEP2 Cancel the request to send/receive packages.

- 1) Check the contents of the request to be cancelled and click the [Request Cancel] link.

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Charlie's Corp.

Data Center					Logout
-------------	--	--	--	--	--------

Request list ▶ Admission ▶ **Shipping/Receiving ▼** CSL ▶ Config ▶

| Request form | Request list | Search |

Shipping / Receiving request

Accepted your request.

Click on "Request cancel" for canceling this request.

Requester	DC Customer ID	08456919
	Company	Charlie's Corporation
Ship/Receive	Requester	Charlie Chuck
	Request to	Tokyo Data Center
	Ship/Receive	Receive
	Date shipped by customer	2009年06月20日
	Date of planned delivery to DC	2009年06月20日 14:30
	Date of customer pickup at DC	2009年06月20日 14:30
	Delivery company	
	Quantity	1
	Size	H2m W1m
	Loading dock	No
Contents	Server	
Manufacture		
Note		

| Back to request list | **Request cancel** | Printout |

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- 2) A prompt message “Do you cancel the following request?” appears on the screen. If it is OK to go ahead and cancel, click on the [OK] button.




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[\[MANUAL\]](#)
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Charlie's Corp
Logout

Request list
Admission
Shipping
Receiving
CSL
Config

[Request form](#) | [Request list](#) | [Search](#) |

Admission request

Are you sure to cancel this request?

Requester	DC Customer ID	08456919	
	Company	Charlie's Corporation	
	ACR/ACR sub	Charlie Chuck	
	Requester	Charlie Chuck	
Visiting Data Center	Visiting Data Center	Tokyo Data Center	
	Visiting time from	2009年06月20日 13時00分	
	Visiting time to	2009年06月20日 15時00分	
	Visitor	1. Company: Monster Systems Name: John M 2. Company: Monster Systems Name: Naotake 3. Company: Name: 4. Company: Name: 5. Company: Name: 6. Company: Name: 7. Company: Name: 8. Company: Name: 9. Company: Name: 10. Company: Name:	
Escort	Customer		
Rack unlock request		Yes	
Purpose of visit		Maintenance	
Room request		Meeting room (Number of guests:)	
Note			

OK
Cancel

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- 3) A message “The request has been cancelled.” is displayed on the screen. The cancellation is now processed.

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Charlie's Corp.

Data Center Logout

Request list  Admission  Shipping
Receiving  CSL  Config 

| Request form | Request list | Search |

Admission request

Canceled your request.

Requester	DC Customer ID	08456919	
	Company	Charlie's Corporation	
	ACR/ACR-sub	Charlie Chuck	
	Requester	Charlie Chuck	
Visitor	Visiting Data Center	Tokyo Data Center	
	Visiting time from	2009年06月20日 13時00分	
	Visiting time to	2009年06月20日 15時00分	
	Visitor	1. Company: Monster Systems	Name: John M
		2. Company: Monster Systems	Name: Naotake
		3. Company: Name:	
		4. Company: Name:	
		5. Company: Name:	
		6. Company: Name:	
		7. Company: Name:	
8. Company: Name:			
9. Company: Name:			
10. Company: Name:			
Escort	Customer		
Rack unlock request	Yes		
Purpose of visit	Maintenance		
Room request	Meeting room (Number of guests:)		
Note			

| Back to request list |

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- 4) When the cancellation request has been processed, you will be notified by mail.



4 Other Set-up

4.1 To Change the Password

The log-in password may be changed as described below.

4.1.1 STEP1 Open the “Change the Password” screen

- 1) Click the [administration] tab to open the “Password Change” screen.

Change password

Old password	
New password	
New password (Re-enter)	

Submit

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4.1.2 STEP2 Change the password

- 1) On the “Password Change” screen, enter the old password and the new password. The new password needs to be entered twice. Click the [Submit] button. A password must consist of alphanumeric (single byte) and must be 6 to 12 digits in length.

Change password

Old password	
New password	
New password (Re-enter)	

Submit

- 2) The password is now changed and you will receive the password change completion notification by mail.



The screenshot shows the KVH Data Center Site interface. At the top left are the KVH logos. To the right is the text 'Data Center Site' and a navigation link '| KVH | JAPANESE | MANUAL | CONTACT |'. Below this is a 'Charlie's Corp.' logo. A dark blue navigation bar contains 'Data Center' and 'Logout'. Below the navigation bar is a row of buttons: 'Request list', 'Admission', 'Shipping Receiving', 'CSL', 'Config', and a dropdown arrow. A 'Change password' link is visible, with a note: 'New password will be announced to your e-mail address.' At the bottom, there are links for 'About Information Security', 'Privacy Policy', 'Terms of Use', and 'About KVH', followed by a copyright notice: '(C) 2009 KVH Co., Ltd. All rights reserved.'

4.2 When you have forgot your password

When you have forgot your password to log-in the Data Center Site, a temporary password is issued by mail. To get the temporary password, please follow the steps given below.

4.2.1 STEP1 Open “Forgot the password” screen.

- 1) Click “Forgot the password” link at the bottom of the log-in screen to open “Forgot the password” screen.

The screenshot shows the KVH Portal login screen. At the top left are the KVH logos. To the right is the text 'Portal' and a navigation link '| KVH | JAPANESE | MANUAL | CONTACT |'. Below this is a 'Login' section with two input fields: 'UserID (your E-mail address)' and 'Password'. A blue 'Login' button is below the fields. A red box highlights the 'Forgot your password?' link. At the bottom, there are links for 'About Information Security', 'Privacy Policy', 'Terms of Use', and 'About KVH', followed by a copyright notice: '(C) 2009 KVH Co., Ltd. All rights reserved.'

4.2.2 STEP2 Get a temporary password

- 1) Enter your mail address (the one that has been registered with KVH as your User ID) in “Forgot the password” screen and click the [Submit] button.



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Forgot your password?

Input your User ID(e-mail address) below to re-publish new password.
Password will be announced by e-mail of your User ID.

User ID (Your e-mail address)

SUBMIT

BACK

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- 2) The new temporary password has now been issued. The temporary password is sent to the e-mail address as designated by the customer.



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New password is published.
Password will be announced by e-mail of your User ID.

TOP

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Click [TOP] to go back to the log-in screen. Enter the user ID (mail address) and the temporary password which has been mailed to you to log in the Data Center Site.



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New password is published.
Password will be announced by e-mail of your User ID.

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- ☐ After you log-in using the temporary password, it is recommended to change the password to something which is easy to remember. See Section 4.1 “Change the Password” on how to change the password.



5 【For your information】 Submission of requests using XML.

CSL requests, requests to access the DC and requests to send/receive packages may be entered using an XML file. Sample XML files for different types of requests are shown to help you create XML formats.

5.1 CSL Request XML

To submit a CSL request, use the XML file as show below.

5.1.1 CSL request XML sample

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<cslMembers>
  <cslMember>
    <lastName>Akiyama</lastName>
    <firstName>Satoshi</firstName>
    <department>Information Systems</department>
    <partnerName>A Systems Co.,Ltd.</partnerName>
    <workPhone>000-0000-0000</workPhone>
    <email>akiyama@a-systems.co.jp</email>
    <roleName>ACR</roleName>
    <area>1A</area>
    <access>LEVEL A</access>
  </cslMember>
  <cslMember>
    <lastName>Yoshida</lastName>
    <firstName>Charlie</firstName>
    <department>Network</department>
```



```
<partnerName>A Systems Co.,Ltd.</partnerName>

<workPhone>000-0000-0001</workPhone>

<email>charlie@a-systems.co.jp</email>

<roleName>ACR-Sub</roleName>

<area>1A, 1B</area>

<access>LEVEL B</access>

</csiMember>

</csiMembers>
```

- * Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows storing the text in UTF-8.
- * The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.
- * Tag names are case sensitive.
- *The tag uses a nested structure. Do not forget to add a closing tag.

5.1.2 CSL request XML item description

	Tag	Data type	Description
1	csiMembers	-	Root factors for all CSL members
1.1	csiMember	-	CSL members (may be more than one)
1.1.1	lastName	character string	lastName
1.1.2	firstName	character string	firtstName
1.1.3	department	character	department



		string	
1.1.4	partnerName	character string	partnerName
1.1.5	workPhone	character string	workPhone
1.1.6	email	character string	E-mail
1.1.7	roleName	Following character string ACR ACR-Sub Assistant JR.Assistant	roleName
1.1.8	access	character string	access
1.1.9	area	character string	area



4.3 DC Access Request XML

Use the XML file as given below to create a request to access the DC.

4.3.1 DC Access Request XML Sample

```
<?xml version="1.0" encoding="UTF-8"?>
<doss_request                                xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="DossRequest_flat.xsd">
  <!-- Data Center 1:Tokyo  2:Osaka-->
  <data_center_id>1</data_center_id>

  <visit_date_from>2009-04-10T10:13:00</visit_date_from>

  <visit_date_to>2009-04-10T12:20:00</visit_date_to>

  <!-- Escort true:Customer false: KVH -->
  <is_own_escort>true</is_own_escort>
  <!-- If Rack No is_own_escort:false-->
  <rack_no>3</rack_no>
  <!-- Rack unlock request Yes : true  No:false-->
  <is_rack_open>true</is_rack_open>

  <is_maintenance_purpose>true</is_maintenance_purpose>

  <is_repair_purpose>false</is_repair_purpose>

  <is_inspection_purpose>false</is_inspection_purpose>
```



```
<is_meeting_purpose>false</is_meeting_purpose>

<is_other_purpose>false</is_other_purpose>

<purpose_of_visit>purpose_of_visit</purpose_of_visit>

<use_inside_rack>false</use_inside_rack>

<use_housing_room>false</use_housing_room>

<use_staging_room>false</use_staging_room>

<use_conference_room>true</use_conference_room>

<use_other_room>true</use_other_room>

<use_confernce_member>3</use_confernce_member>

<use_other_room_comment>Room No1</use_other_room_comment>
  <!-- Vehicle for Osaka DC Only-->
<use_car>true</use_car>

<car_number>Subaru Legacy / Osaka 300 11-19</car_number>

<company_name1>Portal Web Co.,Ltd.</company_name1>

<member_name1>Jack Hurrington</member_name1>
```



<company_name2>PL Co.,Ltd.</company_name2>

<member_name2>Ishikawa Hideyuki</member_name2>

<company_name3/>

<member_name3/>

<company_name4/>

<member_name4/>

<company_name5/>

<member_name5/>

<company_name6/>

<member_name6/>

<company_name7/>

<member_name7/>

<company_name8/>



```
<member_name8/>

<company_name9/>

<member_name9/>

<company_name10/>

<member_name10/>

<remarks>Add comment here</remarks>

</doss_request>
```

- * Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows storing the text in UTF-8.
- * The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.
- * Tag names are case sensitive.
- *The tag uses a nested structure. Do not forget to add a closing tag.

4.3.2 XML items for the request to access the DC

	Tag	Data type	Description
1	doss_request	-	Root factors for all CSL members
1.2	data_center_id	numerical number (1 or 2)	Data Center 1:Tokyo 2:Osaka
1.3	visit_date_from	date and hour	Visit date from



1.4	visit_date_to	date and hour	Visit date to
1.5	is_own_escort	truth-value (true/false)	Escort true: Customer false: KVH
1.6	rack_no	character string	Rack No is_own_escort:false
1.7	is_rack_open	truth-value (true/false)	Rack unlock required : true Not required:false
1.8	is_maintenance_purpose	truth-value (true/false)	is maintenance purpose
1.9	is_repair_purpose	truth-value (true/false)	is repair purpose
1.10	is_inspection_purpose	truth-value (true/false)	is inspection purpose
1.11	is_meeting_purpose	truth-value (true/false)	is meeting purpose
1.12	is_other_purpose	truth-value (true/false)	is other purpose
1.13	purpose_of_visit	character string	puropose of visit
1.14	use_inside_rack	truth-value (true/false)	Room to be used- Inside rack work
1.15	use_housing_room	truth-value (true/false)	use housing room
1.16	use_staging_room	truth-value (true/false)	use staging room
1.17	use_conference_room	truth-value (true/false)	use conference room



1.18	use_other_room	truth-value (true/false)	use other room
1.19	use_conference_member	numerical number	Number of people who use the meeting room
1.20	use_other_room_comment	character string	use_other_room_comment
1.21	use_car	truth-value (true/false)	Car ☐ Only for Osaka Data Center
1.22	car_number	character string	Car license number ☐ Only for Osaka Data Center
1.23	company_name1	character string	company_name1
1.24	member_name1	character string	member_name1
1.25	company_name2	character string	company_name2
1.26	member_name2	character string	member_name2
1.27	company_name3	character string	company_name3
1.28	member_name3	character string	member_name3
1.29	company_name4	character string	company_name4
1.30	member_name4	character string	member_name4
1.31	company_name5	character	company_name5



		string	
1.32	member_name5	character string	member_name5
1.33	company_name6	character string	company_name6
1.34	member_name6	character string	member_name6
1.35	company_name7	character string	company_name7
1.36	member_name7	character string	member_name7
1.37	company_name8	character string	company_name8
1.38	member_name8	character string	member_name8
1.39	company_name9	character string	company_name9
1.40	member_name9	character string	member_name9
1.41	company_name10	character string	company_name10
1.42	member_name10	character string	member_name10
1.43	remarks	character string	remarks



4.4 Request to receive packages XML

Use the XML file format as shown hereunder for a request to receive packages.

4.4.1 Request to receive packages XML sample

```
<?xml version="1.0" encoding="UTF-8"?>
<doss_request                                xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="DossRequest_flat.xsd">
  <!-- Data Center 1:Tokyo  2:Osaka-->
    <data_center_id>1</data_center_id>
    <!-- Shipping:false / Receiving:true -->
    <inout>true</inout>
    <!-- Date Shipped by Customer -->
    <ship_date>2009-03-31T12:00:00</ship_date>
    <!-- Date of planned delivery to DC-->
    <arrival_date>2001-12-31T12:00:00</arrival_date>
    <!-- Date of customer pick up at DC -->
    <receive_date>2009-03-31T12:00:00</receive_date>

    <transport_company>FEDEX</transport_company>

    <box_number>3</box_number>

    <box_size>H2.2m x W1m x D0.8m</box_size>

    <use_entrance>true</use_entrance>
```



```
<reason_large_size>true</reason_large_size>

<reason_ammount>true</reason_ammount>

<reason_other>true</reason_other>

<reason_other_comment>Add Comment</reason_other_comment>

<contents>Server</contents>
<!-- Manufacture -->
<maker>Sun</maker>

<remarks>Add remarks here</remarks>
</doss_request>
```

- * Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows storing the text in UTF-8.
- * The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.
- * Tag names are case sensitive.
- *The tag uses a nested structure. Do not forget to add a closing tag.

4.4.2 Items for Requests to receive packages XML

	Tag	Data type	Description
1	doss_request	-	Root factors



1.1	data_center_id	Numerical number (1 or 2)	Data center 1:Tokyo 2: Osaka
1.2	inout	truth-value (true/false)	Send out :false / Receive in:true
1.3	ship_date	date and hour	ship_date
1.4	arrival_date	date and hour	arrival_date
1.5	receive_date	date and hour	receive_date
1.6	transport_company	character string	transport_company
1.7	box_number	Numerical number	box_number
1.8	box_size	character string	box_size
1.9	use_entrance	truth-value (true/false)	use_entrance
1.10	reason_large_size	truth-value (true/false)	reason_large_size
1.11	reason_ammount	truth-value (true/false)	reason_ammount
1.12	reason_other	truth-value (true/false)	reason_other
1.13	reason_other_comment	character string	reason_other_comment
1.14	contents	character string	contents
1.15	maker	character	maker



		string	
1.16	remarks	character string	remarks



4.5 Request to send packagesXML

Use the XML file format as given hereunder for the request to send packages.

4.5.1 Request to send packages XML sample

```
<?xml version="1.0" encoding="UTF-8"?>
<doss_request                                xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="DossRequest_flat.xsd">
  <!-- Data Center 1:Tokyo  2:Osaka-->
  <data_center_id>1</data_center_id>
  <!-- Ship:false / Receieve:true -->
  <inout>>false</inout>
  <!-- Date of Shipping from DC -->
  <ship_date>2009-03-31T12:00:00</ship_date>

  <transport_company>DHL</transport_company>

  <box_number>1</box_number>

  <box_size>H2.2m x W1m x D0.8m</box_size>

  <use_entrance>true</use_entrance>

  <reason_large_size>true</reason_large_size>

  <reason_ammount/>
```



```
<reason_other/>

<reason_other_comment/>

<contents>contents</contents>
<!-- Manufacture -->
<maker>IBM</maker>

<remarks>remarks</remarks>
</doss_request>
```

- * Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows storing the text in UTF-8.
- * The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.
- * Tag names are case sensitive.
- *The tag uses a nested structure. Do not forget to add a closing tag.

4.5.2 Items on Request to send packages XML

	Tag	Data type	Description
1	doss_request	-	Root factor
1.1	data_center_id	Numerical number (1 or 2)	Data center 1: Tokyo 2: Osaka
1.2	inout	truth-value (true/false)	Send :false / Receive :true



1.3	ship_date	date and hour	ship_date
1.4	transport_company	文字列	transport_company
1.5	box_number	charcter string	box_number
1.6	box_size	charcter string	box_size
1.7	use_entrance	truth-value (true/false)	use_entrance
1.8	reason_large_size	truth-value (true/false)	reason_large_size
1.9	reason_ammount	truth-value (true/false)	reason_ammount
1.10	reason_other	truth-value (true/false)	reason_other
1.11	reason_other_comment	character string	reason_other_comment
1.12	contents	character string	contents
1.13	maker	character string	maker
1.14	remarks	character string	remarks